

## Kathleen Allen

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**From:** Sandra Allen  
**Sent:** Friday, January 28, 2022 9:51 AM  
**To:** James McMahon; Kathleen Allen  
**Subject:** RE: Ethics Board Docket No. 2021-1000  
**Attachments:** Task Order\_RFR Letter of Intent to Award - SR-5098889 (5069264) A-B.pdf; A-B\_Response\_Task\_Order\_Request\_for\_Response,\_TORFR\_\_\_SR-5098889\_signed.pdf

Hello,

With respect to TORFR Title: EdLink Staffing Support for the LDOE, TORFR #: SR-509889, can you tell me when the task order was awarded to AB Computing?

See attached: **Task Order\_RFR Letter of Intent to Award - SR-5098889 (5069264) A-B**

Can you provide me with a copy of the response and/or contract that was entered into with AB Computing pursuant to this task order?

See attached: **A-B\_Response\_Task\_Order\_Request\_for\_Response,\_TORFR\_\_\_SR-5098889\_signed**

Let me know if you need any additional information or documentation.

*Thank you,  
Sandra Allen*

Office of Technology Services  
Vendor & Provider Management  
Direct Line: (225) 219-6042  
Email: [Sandra.Allen@La.Gov](mailto:Sandra.Allen@La.Gov)

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**From:** James McMahon <[James.Mcmahon@LA.GOV](mailto:James.Mcmahon@LA.GOV)>  
**Sent:** Friday, January 28, 2022 6:51 AM  
**To:** Kathleen Allen <[Kathleen.Allen@LA.GOV](mailto:Kathleen.Allen@LA.GOV)>  
**Cc:** Sandra Allen <[Sandra.Allen@LA.GOV](mailto:Sandra.Allen@LA.GOV)>  
**Subject:** RE: Ethics Board Docket No. 2021-1000

Hi Kathleen,  
Sandra manages the OTS TORFR process and is the best person to respond to your request. She will be back on Monday.



**Jim McMahon, SSM**  
Agency Relationship Manager (LDOE)  
**OFFICE OF TECHNOLOGY SERVICES**  
**STATE OF LOUISIANA – DIVISION OF ADMINISTRATION**  
Office: 225.342.0101 | Email: [James.McMahon@la.gov](mailto:James.McMahon@la.gov)  
Supervisor: [Tom.Allsup@la.gov](mailto:Tom.Allsup@la.gov)

**From:** Kathleen Allen  
**Sent:** Thursday, January 27, 2022 2:13 PM  
**To:** James McMahon <[James.Mcmahon@LA.GOV](mailto:James.Mcmahon@LA.GOV)>  
**Cc:** Sandra Allen <[Sandra.Allen@LA.GOV](mailto:Sandra.Allen@LA.GOV)>  
**Subject:** Ethics Board Docket No. 2021-1000

Good afternoon,

In connection with an advisory opinion request our office has received, I have a couple of questions about a task order issued by your office, which I understand you may be able to provide additional information.

With respect to TORFR Title: EdLink Staffing Support for the LDOE, TORFR #: SR-509889, can you tell me when the task order was awarded to AB Computing? Can you provide me with a copy of the response and/or contract that was entered into with AB Computing pursuant to this task order?

Kathleen M. Allen  
Ethics Administration Program  
P. O. Box 4368  
Baton Rouge, LA 70821  
(225) 219-5600/(800) 842-6630  
(225) 381-7271 (facsimile)  
[www.ethics.la.gov](http://www.ethics.la.gov)

Office of Technology Services  
State of Louisiana  
Division of Administration

JOHN BEL EDWARDS  
GOVERNOR



JAY DARDENNE  
COMMISSIONER OF ADMINISTRATION

November 10, 2021

Ken Antonucci, President  
A-B Computer Solutions, Inc.  
41210 Florida Street  
Mandeville, LA 70488

RE: **SR-5098889** EdLink Staffing Support for the LDOE  
SR-5069264 (OTS Internal System Correction)

Attention: Dear Mr. Antonucci:

I am pleased to inform you the resource(s) from your Task Order Request for Response (TORFR) proposal for **SR-5098889** EdLink Staffing Support for the LDOE *has* been selected for awarded. This is a split award. Task Order selection and award determination was granted to the following resources for companies below:

Project Manager	- Resource Name: <u>Robert Klein</u> , A-B Computer Solutions, Inc.
Trainer	- Resource Name: <u>Pamala Mertens</u> , CCS Global Tech
Administrative Assistant	- Resource Name: <u>Lea Anne Hollier</u> , CCS Global Tech

A representative of the State Agency will contact you regarding work scheduling for the contract staff for this Task Order. Also, a procurement team member will provide the purchase order number for invoicing associated with this distinct TORFR. The State looks forward to working with your firm.

THANK YOU,  
Office of Technology Services  
Vendor/Provider Management



August 2, 2021

State of Louisiana  
Division of Administration  
Office of Technology Services  
Sandra Allen  
1201 N. Third Street  
Baton Rouge, LA 70802

**Re: Cover Letter for Task Order Request for Response (TORFR) # SR-5098889**

Dear Ms. Allen:

1. Date of Proposal: August 2, 2021
2. A-8 Computer Solutions, Inc. (A-B) is submitting with this response, the TORFR Proposal, Cost Proposal, Contractor's Agreement, Contractor's Disclosure Sheet, Attachment B-Data Release and Confidentiality Agreement and Attachment D – Contractor's Agreement for consideration in accordance with IT Staffing Support RFP, Solicitation No. 3000012707, dated May 1, 2019, the resulting Staffing Support Contract and this Task Order Request for Response dated July 27, 2021, each issued by the State of Louisiana, OTS.
3. A-B is able to meet all the requirements specified in the STATEMENT OF WORK (SOW) of this Task Order Request for Response, except as specified below: NONE.
4. **Contract Number:** 4400017862

**Vendor Number:** 310014132

**Name and Address:**

A-B Computer Solutions, Inc.  
3980 Florida Street Mandeville, Louisiana 70488

**Name, Title, Phone Number and email of Proposer's Contact for this TORFR** Ken Antonucci

President  
985-624-3092  
[Kena@a-bcomputers.com](mailto:Kena@a-bcomputers.com)

State of Louisiana  
Office of Procurement  
August 2, 2021

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**Name, Title, Phone Number and email of the Point of Contact responsible for the performance of any Task Order issued as a result of this TORFR**

Bryan Baudouin  
Vice President  
985-624-3092  
[Bryan.baudouin@a-bcomputers.com](mailto:Bryan.baudouin@a-bcomputers.com)

5. Submittal of resumes in response to this Task Order Request for Response constitutes a 30-day guarantee of those Workers' availability to the State, unless precluded by resignation, illness, or death.

A-B is a Hudson Initiative Certified Company. A-B's Hudson certification identification number is 3037. A-B requests that the 10% Hudson Initiative award be factored into our overall score.

Sincerely,



Ken Antonucci  
President

/jbg



# Robert J Klein

## SENIOR PROJECT MANAGER

Highly organized and diligent professional drawing upon thirty-one years of experience in Project Management, Information Technology, Procurement, Budgeting, and Administration to assist multiple State Agencies in smooth and productive IT operations. Maintains a progressive level of leadership and technical responsibility in a wide range of State organizations, including the Department of Education, Department of Public Safety, Governor's Office of Homeland Security, Department of Children and Family Services, and the Division of Administration.

Core Competencies in the following areas:

- IT Project Management
- Agency Relationship Management
- IT Business Section Development
- Agile / Scrum Methodology
- Technical and Operations Management
- Software Development
- Business Relationship Management (BRM)
- Positive Teamwork and Collaboration
- QuickBooks and Microsoft Office Suite
- Product Requirements Management
- Strategic Planning and Budgeting
- Procurement and Contracts
- Lean Six Sigma
- Program Management
- Technical and Business Consulting
- IT System Administration
- Oral and Written Communications
- Office Administration

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## PROFESSIONAL EXPERIENCE

State of Louisiana, Office of Technology Services (OTS)

February 2019-Present

OTS is a state agency providing technology and consulting services to multiple state agencies.

### **Deputy Director, Agency Relationship Manager**

Provided strategic business consulting to various state agencies, including the Department of Public Safety (DPS), the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP), and the Louisiana Office of Alcohol and Tobacco Control. Promoted continuous improvement by continually evaluating the quality of OTS business practices. Developed, negotiated, and monitored vendor contracts, pricing strategies, agency strategic planning, service level agreements, and critical system issue management and control for OTS. Focused on increasing the return on the state's investments (ROI) by promoting smart decision-making, creative problem solving and fostering a skilled and professional staff.

### **Key Achievements**

- Established a healthy relationship and communication between OTS and large State agencies, such as DPS, GOHSEP, ATC, and OSIG.
- Apprised OTS and State Agency executive management of ongoing projects and initiatives, generated business status reports and dashboards for executive staff meetings.
- Was the OTS lead project manager for several large-scale application rollouts, including the new ATC licensing and investigation solutions
- Used Business Relationship Management (BRM) concepts and strategies to liaise with OTS IT and various large agencies.

- Collaborated with DPS Management and Finance, Louisiana office of State Police, Office of Motor Vehicles, Office of the State Police, and other Public Safety agencies to maintain and renew critical applications including:
  - Law Enforcement CJIS Applications, such as the Statewide Automated Fingerprint Solution, Civil Background Check (CBC) solution, Power DMS, Case, Computerized Criminal History (CCH), LEMS, Omnixx, Computer-Aided Dispatch, and the Law Enforcement Record Management solution.
  - State Fire Marshall IMS and Arson investigation systems.
  - Office of Motor Vehicle Statewide Applications, such as the Statewide Driver License, Vehicle Registration solution, Realtime insurance solution, and the Kofax/Content Manager Document imaging solutions.
- Worked closely with DPS finance leadership to review and approve OTS invoices, budgeting requests, and monthly operating costs.
- Successfully negotiated new and renewal contracts with multiple vendors, which reduced costs and improved service efficiencies.
- Advised customer agencies on computer lease agreements and data migration to a Line of Service initiative
- Worked with OTS to develop emergency response processes for GOHSEP during critical Emergency standups.
- Initiated OTSNOC incident calls and assisted in resolving critical IT applications, networking, and data center issues.
- Facilitated application modernization efforts to update various business platforms and datacenters for GOHSEP, ATC and DPS
- Developed, prepare specifications and evaluation criteria, submitted, reviewed, and oversees Invitations to Bid, Request for Proposals, Professional Service contracts, Statement of Works, Federal Grant Applications, etc.
- Review and evaluate vendor responses and made award recommendations for various State Agency projects.
- Represented the Office of Technology Services at meetings, Procurement Support Team meetings with State Purchasing, and the Office of Contractual Review.
- Scheduled and approved downtime requests for hardware and software upgrade and maintenance
- Updated the Business Impact Analysis (BIA) for all active DPS applications
- Collaborated with DPS finance leadership and other team members to generate DPS hardware inventory and upgrade DPS and GOHSEP's outdated desktop, storage, and server infrastructure.

State of Louisiana, Office of Technology Services (OTS)

May 2014 to February 2019

OTS is a state agency providing technology and consulting services to multiple state agencies.

### **Deputy Director, Project, and Portfolio Management**

Provided project management consulting to various state agencies, including the Department of Education (DOE), Department of Public Safety (DPS), and the Louisiana Department of Children and Family Services. Promoted productive, successful project completion using PMBOK Project Management best practices and guidelines.

### **Key Achievements**

- Supervised and monitored the activities of the IT State Project Officers responsible for providing direct support to large IT projects statewide.
- Management and direct oversight of planning, organizing, resourcing, and administration to achieve specific goals in large to medium IT projects throughout the Office of Technology Services.
- Supporting various disparate State Agencies and functions.
- Develops, prepare specifications and evaluation criteria, submit, reviews, and oversees Invitations to Bid, Request for Proposals, Professional Service contracts, Statement of Works, Federal Grant Applications, etc.
- Review and evaluate vendor responses and made award recommendations for various State Agency projects.
- Represented the Office of Technology Services at meetings, Procurement Support Team meetings with State Purchasing, and the Office of Contractual Review.
- Provided oversight, system, and technical expertise within the Office of Technology Service Workgroups for improving and consolidating the IT business methodology in one core unit.
- Assisted in developing system development methodology and IT strategies for OTS.
- Assisted the Office of Technology Services section in writing reports and correspondences, preparing budget requests and other special requests, and representing the section in various meetings with users, outside agencies, companies, and vendors.
- Meets with various agency management and vendors on IT issues, procurement of computer hardware, software, and other related resources.

State of Louisiana, Department of Public Safety (DPS)

September 2006-May 2014

DPS is a state agency providing various Public Safety Initiatives through multiple state agencies.

### **Management Consultant Supervisor, Information Technology Management**

Provided management and consulting for various software and programming functions various state agencies, including the Department of Public Safety (DPS), the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP), and the Office of Juvenile Justice in the areas of Office automation, budgeting, Legislative mandates, Information technology policies, IT equipment, programming, and software.

#### **Key Achievements**

- Project Management of multimillion-dollar initiatives including the Statewide DWI LADRIVING system, DPS/GOHSEP statewide Email solution, Deep Water Horizon event support for DPS, and the Hurricane/Emergency responses for GOHSEP.
- Developed, prepared specifications and evaluation criteria, submitted, reviewed, and oversaw Invitations to Bid, Request for Proposals, Professional Service contracts, Statement of Works, Federal Grant Applications, etc.
- Project Management Review and evaluation of vendor responses and award recommendations. Represents the Department at Legislative meetings, Procurement Support Team meetings with State Purchasing, and the Office of Contractual Review.
- Developed and managed the multi-million IT budget for all computer-related activities in the Information Services and oversaw the 9Million+ Auxiliary Budget for SIEC Interoperability and Radio Communications.
- Administered computer-related Federal grants, IT-10 submissions, and all Legislative Fiscal Notes and requests for the Department of Public Safety, OJJ, and GOHSEP.
- Managed and directed the work of subordinate management consultants, Project Leaders, IT programmers, and other technical staff.
- Performed quality assurance reviews of existing and proposed systems and services.
- Meets with the agency management and vendors on matters concerning the procurement of computer hardware, software, and other related resources
- Created system development methodology and IT strategies for the Department.
- Provided consulting services to all divisions in Public Safety Services, OJJ, and GOHSEP concerning informational systems, new programs, and data processing.

State of Louisiana, Department of Public Safety (DPS)

May 2004 - September 2006

DPS is a state agency providing various Public Safety Initiatives through multiple state agencies.

### **IT Audit Manager, Louisiana State Police Gaming Enforcement Section**

Provided IT Audit support for the LSP Gaming Enforcement Section to ensure that 19 Statewide Casino's IT sections adhere to the State Gaming Laws.

#### **Key Achievements**

- Oversaw the Louisiana State Police Casino Gaming IT Auditing Section responsible for investigating the multiple gaming systems at the casinos. Includes a working knowledge of the following casino servers (AS400, IBM Risk 6000, and Dell OptiPlex servers) along with the following operating systems (Windows 2000, Oracle, and Unix) and databases (SQL 2000, Oracle, and DB2)
- Evaluated, and analyzed all Casino Software including SDS, ACSC, ACRES, IGT, and Slot Trak for rule violations regarding networking, security and administration.
- Conducted random IT Audits/investigations on the Casino to ensure compliance with Gaming Laws and IT Audit standards.
- Managed the Gaming Enforcement IT Audit Staff by establishing plans, policies, and procedures to carry out the responsibilities of the IT section. Reviewed and approved Audit reports of IT staff to ensure that they are accurate, objective, clear, concise, constructive, and timely.



State of Louisiana, Department of Public Safety (DPS)

May 2000 - May 2004

DPS is a state agency providing various Public Safety Initiatives through multiple state agencies.

#### **IT Project Leader and Lead Application Developer, Information Technology Management Section**

Provided IT Project Leader support and lead application development for various critical DPS systems for LSP, OMV, and OSF.

##### **Key Achievements**

- Supervised major State Police project groups to develop new computer systems and maintain existing legacy systems, including:
- LA Criminal History, LA Gaming Licensing and Enforcement, Motor Carrier Safety, Sex Offender Registry, and the Concealed Handguns solutions.
- Developed various applications and websites using Java, JavaScript, SQL, Lotus Script, and HTML
- Evaluated, analyzed, and prioritized all user requests for enhancements or development projects for all Louisiana State Police computerized systems regarding costs, time, feasibility, and system network impact.
- Was responsible for coordinating LSP projects through system design, database design, development, and implementation.
- Supervised subordinate staff in the preparation of program specifications, test procedures, and work assignments.

State of Louisiana, Department of Public Safety (DPS)

March 1997 - May 2000

DPS is a state agency providing various Public Safety Initiatives through multiple state agencies.

#### **IT Database Administrator, Information Technology Management Section**

Provided IT Database Administration for various databases and software solutions for the Department of Public Safety.

##### **Key Achievements**

- Performed highly complex tasks in Aix UNIX, Windows NT, and Os/2 servers.
- Integrated various Server software solutions with legacies databases, including DB2.
- System Administrator for the DPS Lotus Notes email and application solution.
- Supported backups, restorations, and database upgrades.
- Maintained system administration functions in Lotus Notes, including new software, software upgrades, user maintenance, networking problems, system programming development, and data analysis.
- System Applications Development for Lotus notes enhancements, mainframe interfaces, and applications.

State of Louisiana, Department of Public Safety (DPS)

November 1990 - March 1997

DPS is a state agency providing various Public Safety Initiatives through multiple state agencies.

#### **IT Lead Developer and Operator, Information Technology Management Section**

Provided IT programming for various solutions for the Department of Public Safety.

##### **Key Achievements**

- Met extensively with State users to determine IT needs and evaluated user requests for changes to existing systems.
- Design, coded, compiled, and tested new or existing highly complex application programs for DPS using FoxPro, Informix, QTRAN, Lotus Notes, Mapper, and COBOL.
- Supported the operation of a Unisys 2200/622 Realtime Sharing Mainframe, LEMS Communication System, Ibm 9000 ES Image System, and the Digital PDP 11/24 Communication Network / Uts20.
- Operated the Moore Forms Processor and printed State Checks, Mvr Titles, and Stickers on the impact printers.
- Worked on and performed all Unisys / IBM Mainframe Boot Procedures.
- Assisted statewide DPS and Law Enforcement users with system issues, training, and testing of all systems.

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## SKILLS

**Business Analysis & PM Tools:** MS Project, MS Visio, Advanced Excel, and PowerPoint

**CRM Tools:** Ivanti, HEAT, Lotus Change request, and URAC.

**Programming Languages:** JAVA, Lotus Script, HTTP, COBOL, Mapper, SQL Script, and JavaScript

**RDBMS:** My SQL, MS SQL Server

**Data Analytics:** Crystal reporting,

**Knowledge of Cloud Platforms:** AWS, Azure, Google Cloud

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**Robert Klein References:**

Name: David Moore  
Title: Director, Agency Relationship Management (Retired)  
Company Name: OTS DOA  
Phone: 225-362-9001  
Email Address: [moore.david0019@gmail.com](mailto:moore.david0019@gmail.com)

Name: Lakshmi Bobba  
Title: State of LA Email Administrator (Retired)  
Company Name: OTS DOA  
Phone: 225-247-6075  
Email Address: [Lakshmi.bobba@gmail.com](mailto:Lakshmi.bobba@gmail.com)

Name: Chris Eskew  
Title: Lieutenant Colonel, LSP  
Company Name: Louisiana State Police  
Phone: 225-978-1607  
Email Address: [chris.eskew@la.gov](mailto:chris.eskew@la.gov)



## Prakruti Gautam

### **PROFESSIONAL SUMMARY:**

- 8+ years of professional experience as a Business Analyst with a command of Business Analysis, System Analysis, Business Process Management, Order management, and Business Process Modeling.
- Experience in Data Analysis, Data Warehouse, Business Requirement Gathering, Business Process Flow, Business Process Modeling, Business Process Re-Engineering, Data Analysis, Data Mapping, Data Modeling
- Expertise in Software Development Life Cycle (SDLC) methodologies such as RUP, Agile / Waterfall / Spiral methodologies.
- Experience in Business Requirements gathering, with expertise in developing and documenting Business Requirement document (BRD), Functional Requirement Document (FRD), and Software Requirement Specification (SRS) across the deliverables of a project.
- Extensive knowledge of the E-commerce Retail Sales lifecycle and the Retail E-commerce ecosystem, OMS, WMS, Fulfillment, TMS, and Support.
- Extensive experience in developing Use Cases, creating Screen Mock-ups, conducting Gap Analysis and Impact Analysis, SWOT analysis, Cost-Benefit Analysis, and Risk Analysis.
- Significant work experience in E-commerce portals, web application developments, B2B, B2C, Content Management Systems for E-commerce like ATG.
- Experience conducting Joint Application Development (JAD) sessions with end-users, expert team, development, and QA team for project meetings, walkthroughs, and customer interviews.
- Expertise in SQL and RDBMS for Analysis, Reporting, and testing purposes.
- Track record of supporting multiple simultaneous projects in a matrix organizational structure
- worked with testing teams in developing test plans and test cases from functional and business requirements.
- Performed UAT and exposure to User Certification Testing (UCT) and Operational Readiness Testing (ORT)
- Experience supporting the client with Project Planning, Project Definition, Requirements Definition, Analysis, Design, Testing, System documentation, and user training.
- Used Rational Clear Quest for tracking and prioritizing defects and for enhancements after baselining the requirements.
- Experience in writing and executing SQL Queries for Databases such as Teradata, Oracle, and MySQL.
- managed multiple projects while maintaining constant communication with relevant stakeholders
- Experience in performing backend testing and writing SQL Queries for testing RDBMS such as SQL Server, Oracle, and Teradata for data integrity.
- In various Software and Customer Relationship Management (CRM) packages.
- Trained in requirement elicitation, analysis, design, and maintenance of solutions facilitating business requests.
- A conductor of JAD sessions with SME (subject matter experts), stakeholders, developers, and end-user representatives ensures all stakeholders and developers have a common understanding.
- Able to analyze and translate complex customer requirements and business problems.
- Trace requirements throughout the development process and verify adherence using the Requirements Traceability Matrix(RTM)
- I develop Test Plans, Test Strategies, Test Scenarios, Test cases by reviewing Business and Software Requirements specifications and creating Gap Analysis for test purposes.

### **SKILLS**

- Business Modeling Tools:  
Rational Suite (Requisite Pro, Rose, Clear Quest, Clear Case), MS Visio, MS Project, MS Access, MS Office Suite, Visual Paradigm, Business Object (Crystal Reports),
- Business Skills:  
Business Definition Requirements, Business Process Analysis, Gap Analysis, Use Case Modeling & Analysis, Business Environment, and Market Research Analysis
- Defect Tracking Tools:  
Rational Clear Quest, Quality Center
- Databases:  
Oracle (11g/12C, 10g), SQL Server, MS Access, SQL, PL/SQL
- Content Management Tools:  
PVCS, Rational Clear Case, Documentum, SharePoint, MS PROJECT, SQL, HTML, SharePoint, MS Office
- Data Warehousing:  
Data Marts, OLTP, OLAP, ROLAP, MOLAP, Oracle, Query/Reporting, Multidimensional Analysis
- BI/ETL Tools:  
Informatica, SSIS, OBIEE 11g, Informatica Power Center, SQL Loader
- Operating System:  
Windows, Linux, Unix, Mac, Solaris.
- Documents & Processes  
MS Visio, MS Access, Excel, Word and PowerPoint, Gap Analysis, RUP, Rational Requisite Pro, Rational Rose, Agile, UML, SQL and windows.
- Accounting, Business Intelligence, Validate data, Financial reporting, MS Access, Oracle Database, Reporting, Structured, Win Runner
- Accounts Payable, Business Modeling, Databases, Fixed Income, Excel, Oracle Financials, Requirement, Supply chain
- Accounts Receivable, Business Objects, Data Warehousing, Forecasting, Money, PLSQL, Requirements analysis, Surveys
- ABC, Business Process, Delivery, Frame, MS Office, PL/SQL, Retail, System design
- Agile, Business processes, Derivatives, Functional, MS Office Suite, Order management, RUP, System integration
- API, Business Process Analysis, Designing, General Ledger, Office, OSS, SAP, Tables
- Application Development, Business solution, Documentation, HP, PowerPoint, Packaging, SAS, Taxes
- Approach, Business strategy, Documentum, HTML, MS PROJECT, Page, Scrum, Technical documentation
- Art, C, E-commerce, HTTP, SharePoint, Pricing, SDLC, TOAD
- Asset Management, Cash Management, EDI, IDE, Windows, Problem-solving skills, Scripts, Transaction processing
- Automation, Charts, Equities, Informatica, Word, Processes, Script, Transportation
- Benefits, Conceptual design, Equity, Information Technology, Management Information System, Process Management, SOAP, UML
- Big Data, Consulting, Erwin, Inventory levels, Modeling, Project Planning, Solaris, Unix
- Billing, Content Management, Estimating, Java, Enterprise, Purchasing, Specification, User Interface
- Blueprints, Crystal Reports, ETL, Linux, Object modeling, PVCS, SQL, Utilities
- BSS, Client, XML, Mac, OLAP, Quality, SQL Server, View
- Predictive Analysis: SAS Advance Analytics
- Budget, Clients, Features, Managing, Operating System, QA, SQL and windows, Visio
- Business Analysis, Customer service, Financials, Market Research Analysis, Oracle, Quest, SQL, Warehousing
- BI, Data Modeling, Financial, Materials, Oracle Application, Rational Rose, LLoader, Website

## **EDUCATION**

**Master of Science:** Information Technology form  
**University of North Carolina At Charlotte, NC**

**Bachelor of Science:** Information Technology  
**Devi Ahilya University**

## **PROFESSIONAL EXPERIENCE**

**Sr. Business Analyst**

01/2018 – 05/2021

## **Verizon – Texas**

Business Analyst for a comprehensive Revenue Accounting Close Engine will process transactions and provide end-to-end visibility across Verizon for Revenue, Accounts Receivable, Device Payment/Securitization, Inventory, Partnership, and Roaming.

### **Responsibilities:**

- Analyzing the data received from the business to validate business rules and identify low-quality missing data.
- Translating numbers and facts to inform strategic business decisions.
- Retrieving business data using complex SQL queries so that the business could be proficiently met with their needs.
- Working on Master data and SQL performance tuning and debugging of the existing ETL process
- Utilizing MS SQL and Teradata Assistance tools to visualize the data for data intelligence and analysis.
- Performing data validation by using the Teradata SQL Assistant tool to check for discrepancies in the data flow.
- Communicating with the business to improve the process flow and functional flow.
- Using JIRA applications and Confluence to find out all the integration points, significant time-saving features, and exactly which JIRA application and version could be needed.
- Ensure the test strategies involve appropriate integration and process components.
- Having good analytical, conceptual and problem-solving skills to evaluate business problems and apply technical options to solve them.
- Assessing client needs, utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to assist in identifying business priorities and advice on options.
- Transforming business requirements to technical models using Visio diagrams and a proper Business Requirement Documentation and Functional Requirement Documentation.
- Performing data profiling by optimizing high volume tables in Teradata
- Reducing Teradata space used by optimizing tables adding compression where appropriate, and ensuring optimum column definitions.
- Performing the definitions of the source to target data mapping, business rules, and data definitions.
- Responsible for defining the critical identifiers for each mapping/interface.
- working with internal architects in the development of current and target state data architecture

## **Sr. Business System Analyst**

01/2018 – 05/2021

### **Background Checks – Texas**

Use Cases, UML diagrams, FRS, UAT, Test plans & cases, Business Process Modeling, Project Planning & tracking, background checks, Texas Description: Software Business analysis for the different phases in maintaining and developing background check software, which included drug test records, wellness services records, cross-checking from the criminal history screening through Kwick Screen/Fingerprinting functionality.

### **Responsibilities:**

- Worked with the Ohio Department of Medicaid to develop a functional website so that consumers, providers, and trading partners could use it efficiently.
- Acted as a liaison between the Ohio Department of Medicaid and the IT development team to develop and deliver the most effective solution for development and implementation, including the preparation of detailed business requirement documentation.
- Conversant with the commercial healthcare industry from a user's point of view.
- Demonstrated knowledge of the relationship between health plans and providers.
- Acted as the primary EDI contact for suppliers, external customers, and internal business units.
- Configured Oracle Fusion for enhanced financial flows, including assets, ledgers, billing cycle invoices and payments, accounts receivable, collections, and more precise sub-ledger accounting for taxes.
- Used JIRA applications and Confluence to identify integration points and time-saving features and determine which JIRA application and version are most effective.
- Dealt with the integration and testing phases, such as the functional testing, integration testing, UAT phases.
- Experience with the Waterfall, Agile, and Hybrid SDLC models across Healthcare and retail.
- Researched, defined, and analyzed changes to state and federal laws affecting the Medicaid Management Information System (MMIS) for Medicaid accounts.
- Used Cucumber for the entire regression testing and functional testing with Selenium as a primary tool to the Test Scenarios, Test Cases, and Test conditions identified.
- Documented project requirements from customers, suppliers, and internal business departments to inform the team.
- Identified the entities, transactions, and balances to migrate to Oracle Financials.
- Skilled in Data Mapping, Data Modeling, Star/Snowflake Schemas, OLTP/OLAP, and designing E-R Models; Worked with Erwin for Conceptual, Logical, and Physical designs.

- Resolved many transaction processing issues and followed department reporting and communication procedures.
- Mastery of XML, HTTP, and other data interface formats deployed in an EDI solution.
- Performed Predictive analysis using SAS and BI Tools
- Performed Regression Testing for Oracle Financials, including but not limited to General Ledger, Accounts Payable, Accounts Receivable, Fixed Asset, Project Testing, Cash Management, iProcurement, and Purchasing.
- Defined, documented, and analyzed business strategy and applied it throughout the business objectives, requirements, and solutions using Enterprise Business Analysis.
- Wrote Test cases and performed project testing, and I can develop user test cases and system integration testing and validate test results during testing.
- Performed functional testing of SOAP and RESTFUL Web Services using SOAP UI Tool.
- Used SOAP UI tool to test SOA based architecture application to test SOAP services and REST API.
- Test strategies should involve appropriate integration and process components.
- Conducted data gatherings and analyzed business strategy requirements.
- Assessed client needs, utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to identify business priorities and advised on options.
- Perform parameterization of the automated test scripts in Selenium to check how the application performs against multiple data sets. Contributed to developing Automation Framework that uses Java, Selenium Web Driver, and TestNG
- Developed, wrote, and communicated business requirements and functional specifications for the implementation of business solutions, worked as a SharePoint administrator; Environment: Selenium IDE, Big Data Analytic tools (Hadoop, Autonomy, Vertica, other), SOAP, REST, Business Intelligence Tools (Business Objects, SAS, SAP, TOAD), Protractor, SharePoint.
- Identified areas of possible system improvement to enhance overall business performance, accounting for budgetary concerns and business goals.
- Determined operational objectives by studying business functions, gathering information, and evaluating output requirements and formats.

#### **Business Analyst**

**01/2017 to 05/2017**

#### **University of North Carolina at Charlotte, UNCC**

UNCC Tuition Fees Transparency Application a mobile e-commerce application that calculated the tuition and other expenses that a student would incur throughout the Semester at UNCC. The application provided the account summary and online bill payment.

#### **Responsibilities:**

- Documented Requirements for Activity management, Fixed Income, Asset Management Services, Client portfolio management, Order management system, Performance, Equities, Reconciliation, Transaction capture/Execution, and reporting requirements for the user interface.
- Followed a structured approach to organize requirements into logical groupings and developed Business Requirement Documents (BRD) from essential Business Processes, Business Rules, information needs and ensured that critical requirements were not missed.
- Participated in performing detailed non-functional requirements analysis, including usability, reliability, and performance.
- Transformed business requirements to technical models.
- Translated the business support systems (BSS) to Operational Support System tasks (OSS).
- Responsible for forecasting, financial reporting, and reviewing the accounting function and managed an annual budget for Global Equity and Derivatives.
- Performed requirement analysis by gathering functional and non-functional requirements based on interactions with the process owners & stakeholders and document analysis, represented them in Requirements Traceability Matrix (RTM).
- Gathered stakeholder requirements through surveys, interviews, and JAD sessions and translated them into system requirements.
- Designed and developed Use Case Diagrams, Activity Diagrams, and Data Flow Diagrams using MS Visio to define the Business Process and Data Process model.
- Involved in writing Use Cases and Functional Requirement Documents and creating Use Case diagrams, Activity diagrams, State diagrams based on UML Methodology, and business object modeling flow diagrams using MS Visio/Rational Rose.
- Conducted and participated in several JADs with the stakeholders and participants to gather knowledge and requirement.
- Assessed feasibility and fit of Oracle Application to Oracle Cloud Financials.
- Interviewed functional area users to collect functional requirements and business process information and facilitate meetings with the Subject Matter Experts (SMEs) from various business areas.

- Facilitated (JAD) Joint Application Development sessions to identify the business rules and requirements and documented in a suitable format that could be reviewed and understood by both business and technical people.
- Developed Use Cases, Use Case Diagrams, UML Diagrams, Activity Diagrams & Sequence Diagrams.
- Assisted in developing the UI for case entry, case monitoring, and case reporting.
- Prepared test cases for User Acceptance Tests (UAT) and was involved in designing test plans for system integration in the testing phase.
- Created Unit test plan, system integration plan, wrote functional test cases, and participated in module checking using SQL queries.
- Facilitated User Acceptance Testing (UAT) and test strategies with developers and testers.
- Presented the application walkthrough to higher management, business partners, and project managers.
- Environment: UML, RUP, Requisite Pro, MS Visio, Amdocs, ASPECT, MS Office, SQL, HP Quality Center, MS Project.

### **Business Analyst/Project Coordinator**

**11/2012 to 11/2015**

#### **Atos IT Solutions and Services, KPN telecom, Netherland Telecom**

KPN telecom is a giant telecom service provider in the Netherlands. The project involved the redevelopment of the website for KPN Telecom. It also included developing a system for organizing a better process and upgrading existing processes. The application was interfaced with various databases to fetch data from them.

#### **Responsibilities:**

- Interacted with the project team to define system objectives and scope, identified constraints, and the measures of success.
- Responsible for Requirement gathering, Business Process flow, Business Process Modelling, and Business Analysis with Document and Records Management.
- Employed SDLC to monitor the project and also followed the step-by-step procedure.
- Performed GAP analysis on the business process after performing AS-IS and TO-BE analysis.
- Facilitated JAD sessions with management, users, and other stakeholders to define the project and reduce the time required to complete deliverables.
- Prepared and presented Business Requirement Document (BRD), System Requirement Specification (SRS), and Functional Requirement Document (FRD.).
- Reviewed and edited requirements, specifications, business processes, and recommendations related to a proposed solution.
- Performed Gap analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements.
- Reviewed prototypes, solution blueprints, and project scope to ensure that the needs of the business are met.
- Participated in and contributed to as-is and to-be Process Modelling Sessions and build process models responsible for analysis and reporting.
- Analyzed business requirements and segregated them into Use Cases.
- Created Use case diagrams, activity diagrams, Sequence Diagrams using Rational Rose according to UML methodology.
- Created Screen Mock-ups using HTML.
- Maintained various versions of the documents generated during the project using the Rational Clear Case.
- Defined testing objectives and verify requirements are testable.
- Responsible for managing the documented System Requirements and Requirements Traceability Matrix using Rational Requisite Pro.
- Responsibilities included Test Planning, Test Case Development, and test script execution for Integration, Regression, Performance, Functional, and System Testing.
- Created detailed test plans and testing strategies and ensured these are executed extensively, including running SQL queries to retrieve data and tests.
- Experience with a requirement management tool and test management tool such as Mercury Quality Center.
- Provided support for User Acceptance Testing with UAT cases, resolved any issues with the users, performed UAT and participated in writing test plans, and developed different testing strategies like Black Box Testing and Load testing.
- Environment: Req Pro, Clear Quest, Clear Case, Rational Rose, UML, MS Office, MS Visio, MS Project, HTML, TSS, SQL, Win Runner, Quality Center.



Prakruti Gautam References:

**Reference-1**

Name	Priya Katkuti
Company	Background Checks
Title	Developer
Telephone	571-247-1199
Email	<a href="mailto:mkatukuti@backgroundchecks.com">mkatukuti@backgroundchecks.com</a>

**Reference-2**

Name	Ajaysingh Thoke
Company	Atos IT Solutions and Services
Title	Project Manager
Telephone	+91-9422750257
Email	<a href="mailto:thoke.ajaysingh@atos.net">thoke.ajaysingh@atos.net</a>

**Reference-3**

Name	Sweksha Singh
Company	Atos IT Solutions and Services
Title	Assistant Manager
Telephone	+91-982-396-7076
Email	<a href="mailto:singh.sweksha@atos.net">singh.sweksha@atos.net</a>



# Gabriel Tate

## Business Analysis and Technology Project Management

*Multifaceted technical career with 20+ year track record of innovation and success in cybersecurity, business analysis, enterprise systems architecture, and network administration*

Technically sophisticated Business Analyst with a solid history of effective planning and oversight of technology projects, including network architecture design and development, security device implementation, solution development, and testing, infrastructure modernization, system upgrades, and system consolidation. Drive cost-effective, sustainable, scalable innovation that supports and aligns with long-range organizational goals and business analysis. Skilled team leader, able to direct multiple projects simultaneously with budgets up to \$750K. Held Top Secret (SCI) clearance during military service in the Navy and Army.

### Core Competencies:

- Technology Project Management
- Strategic Technology Planning
- Systems Launch / Implementation
- Budget Management
- Infrastructure Upgrades
- Application Development
- Business Analysis and Modeling
- Agile and SCRUM Methodologies
- Quality Assurance and Testing
- Network/Data Security
- Solution Development
- System Architecture Design

## Technical Proficiencies

JIRA, Cognos, Microsoft Office, Microsoft Windows, MS SQL Server, .NET, Active Directory, VMWare, Nutanix, Horizon View, JavaScript, HTML, XML, C#, OWASP, Cyber Security Evaluation Tool, Nessus, SIEM, NMAP, IDS Albert Sensors, and IPS Tipping Point

## Education and Credentials

**Bachelor of Science/Business Administration in Computer Information Systems**, Hawaii Pacific University

**Associate of Science in Computer Science**, Hawaii Pacific University

### Certifications

CompTIA Security+, Network+, CySA+, Cloud+, A+, Project+, Storage+

GIAC Security Essentials Certification (GSEC)

SCRUM Fundamentals

## Professional Experience

Senior Systems Analyst

**Hexagon, Baton Rouge, LA, 2020 to Present**

Serve as liaison to other departments that have specific business functions and collaborate to identify, document, and communicate business needs to provide solutions. Write specifications for new developments and system enhancements. Document, analyze, and assess current business processes and underlying systems/applications. Verify the integrity and availability of hardware, server resources, key system processes and the review of system/application log. Implement system design specifications and defining input/output file specifications to include file organization. Provides subject matter expertise and participates in projects related to new and existing applications.

*Continued...*

Sr. Systems Engineer/Cyber Security Administrator

**Transformyx, Baton Rouge, LA, 2019 – 2020**

Work with technologies such as Rapid7, Iron Scales, Cisco, Nexpose, CheckPoint, and PaloAlto. Analyzed potential threats and vulnerabilities and implemented security fixes, devices, and solutions to prevent intrusions. Managed complex upgrade or implementation projects and business analysis. Improved efficiency and reduced security vulnerabilities.

IT Management Consultant/Cyber Security Analyst

**Louisiana Division of Administration, Baton Rouge, LA, 2017 – 2019**

Develop and implement action plans for enhancing security controls and protecting systems, networks, and data. Analyze potential security risks and manage network architecture and security technologies, including firewalls, intrusion detection systems (IDS), and intrusion prevention systems (IPS). Prepare requests for information (RFI), requests for proposals (RFP), statements of work (SOW), and other project documentation. Develop, test, and maintain code for various systems. MS SQL Reports for DATA Analysis and to respond to Public Records Requests.

*Key Contributions:*

- Reduce security vulnerabilities and threats by applying methodologies and tools such as OWASP, Cyber Security Evaluation Tool, Nessus, SIEM, NMAP, IDS Albert Sensors, and IPS Tipping Point.
- Improve operational efficiency by networking with external support organizations.
- Ensure cost-effective utilization of resources and minimize disruption of services by managing change control compliance.

IT Project Manager/Business Analyst

**Louisiana Department of Insurance, Baton Rouge, LA, 2009 – 2017**

Designed, tested, implemented, and supported databases, software applications, and network solutions. Prepared project plans and strategies, identified regulatory and business requirements, translated requirements into technical specifications, collaboratively developed system designs and test plans, determined security requirements, resolved technical issues, designed implementation plans, and oversaw project milestones. Prepared RFIs, RFPs and SOWs. Applied software development methodology such as Agile and SCRUM, to develop, test, debug, and maintain code. Led design and execution of system, performance, integration, and user acceptance testing. Installed, monitored, and performed troubleshooting on system platforms.

Design, creating and editing System documentation for SAP systems to include technical writing and publishing.

*Key Contributions:*

- Reduced operating costs by \$300K by modernizing technology infrastructure to single-tiered server architecture, serving as a benchmark for all locations across the state.
- Wrote RFP that resulted in \$850K staff augmentation for system support and improvement.
- Improved UX enhancing user interfaces and ensuring that system designs met requirements.
- Acquired advanced technologies valued at \$300K by gaining buy-in from senior management.
- Led a 30-member team to standardize IT processes and develop change methods to improve quality assurance.

Senior Intelligence Analyst, Fusion Center

**Louisiana National Guard, 2010 – 2017**

Directed mission-critical implementation and integration projects involving sensitive databases and intelligence tracking systems, to include preparation of intelligence records and reports and exploitation of captured enemy media. Managed \$50K in technological assets in 100% accountability and no failures. Trained and supervised up to 18 personnel.

*Key Contributions:*

- Achieved DoD and state compliance by upgrading databases and modernizing IT infrastructure.
- Reduced weekly man-hour requirement for system support by 160 through consolidation of 12 databases.
- Selected to prepare information management system plan and present to Commander.
- Guided upgrade from SharePoint 2003 to 2010.

Program Director/Course Instructor

**Medvance Institute, Baton Rouge, LA, 2008 – 2009**

Taught help desk support skills, basic Unix, network security, A+ hardware, A+ operating systems, basic LAN, business, medical physics, and electricity/power structure courses.

*Key Contributions:*

- Administered two LANs, ensuring consistent data accessibility and speed.

Electronics Technician Submarines 1st Class

**US Navy 1996 – 2008**

Duties 1996 - 2000 (USS Greeneville, HI ) Electronics Technician and LAN Administrator on a Submarine. Installed and Supported, Novel Netware, HP-Unix, Windows 2000 Server, Exchange Server, IIS. Maintained all Hardware and Software. Performed preventive and corrective maintenance on Electronic and Electrical Systems and Devices to include Navigation , Communications and RADAR.

Duties 2000 - 2005 (SDVT-1 ASDS, HI) Electronics Technician at SEAL Delivery Vehicle Team 1. Member of a Platoon that deployed with the submersible to provide Electronic, Electrical and Mechanical support. Also, part of the technical support team for the submersible during upkeeps and deployments. Performed Electronic Equipment **overhauls and new installs**. Trained staff and Senior Officers on use of the new Equipment. As a Quality Assurance Inspector monitored and inspected work on Electrical, Electronic and Mechanical repair and installation. As a Work Center Supervisor, I scheduled, performed and supervised maintenance for several work centers.

Duties 2005-2008 (Pearl Harbor Naval Shipyard, HI) Helpdesk Support Team (2nd shift supervisor) Citrix, Microsoft Office products, User Account Support, Trained Users to minimize repeated Help Desk calls.

## GABRIEL TATE REFERENCES:

**Professional Supervisory References**  
***-Please include your most recent supervisor that can speak on your IT ability-***

Name/ Years Known	Company	Title	Telephone #
Tom Cowart/1	Transformyx	Security Architect	(337) 315-2878
Lonnie Richardson/12	LDI	IT Director	(225) 329-9134
Anthony Pounders/12	Tri-Core	CEO/Project Manager	(225) 936-2708

**Peer References**

Name/ Years Known	Company	Title	Telephone #
Barry Wallace	US Navy	Senior Chief	(402) 201-1872
Edison Sawmmal	Transformyx	Cyber Security Analyst	(240) 457-0922
Huy Ta	Tri-Core	COO	(225) 284-6824



## Suneel Putti Rao

### EDUCATION

- **Certified Scrum Master, SCRUM ALLIANCE**
- **Master of Business Administration**, Babson College, Babson Park, MA.
- **Master of Science, Biomedical Engineering**, Worcester Polytechnic Institute, Worcester, MA.
- **Bachelor of Engineering**, Electrical & Electronics Engineering, Annamalai University, India.

### SUMMARY

- Senior Business Analyst, Project Manager, and a Solution Architect, with over 24 years of experience in Business/System/Supply Chain, Design, Development, Testing (Functional/System Integration/User Acceptance), and Deployment.
- SCRUM Master and Project Management experience, leading teams in product development and corporate initiatives in both Waterfall and Agile environments.
- Government experience with DOE, DOL, DOD, ED, FBI, NSA, NSF, NIH, State, and Local.
- Mastery of Agile, SAP, Scopus, Windchill, eMatrix, TeamCenter, Optegra and WorkManager
- Application development, integration; ERP, CRM, PLM Application Sustainment, and Configuration Management.
- Worked for industry leaders: PTC, CACI International, US Army, Satyam, IBM, Geometric, Warnaco, ConsultNet, and TACG.
- Domain experience in Healthcare, Automotive, Manufacturing, Semi-Conductor, Aerospace and Defense, Banking, Financial, and Fashion Apparel.
- Consulted for HP, PRI Automation, Lockheed Martin, Hendrickson Trailer, Raytheon, Morgan Stanley Dean Witter, TRW, Boeing, PTC, GE, BAE Systems, TARDEC, and Dassault Systems.
- Proficient in creating and performing product demonstrations, product support, installing, configuring, and customizing products; consulting with prospects and customers to ensure sales success in pre-sales and post-sales engagements.
- Team leading skills coupled with extensive experience in project, release, and change management with direct interface responsibilities to customers.
- Prior background with hands-on product development processes with premier manufacturing companies.
- Proven expertise in supervising and developing PLM/PDM/ERP/CRM: Windchill, ENOVIA, TeamCenter, Agile, SAP, Optegra, and work manager in aerospace and defense, manufacturing, supply chain, fashion apparel, automotive, energy Industries.
- Data migration experience, upgrade, ITK toolkit customization, data synchronization, reporting, and analytics expertise.

### WORK EXPERIENCE

#### **Senior Business Analyst**

**04/2019 - present**

#### **AP Fintech LTD (Sterling Heights, MI)**

##### **Responsibilities:**

- Work closely with senior leadership to understand business challenges and provide data/analysis for better decision-making.
- Communicate complex analysis and insights to senior leaders, both verbally and in writing.
- Attract investments and promote company projects in the USA on behalf of various development companies.
- Analyze product-related information from all functional groups within CS, from business partners & customers, and review competitive offerings & emerging industry trends.

- Communicate with investors and write proposal letters to attract investments for ICO projects and sell their tokens.
- Explaining details of proposed projects and assist in choosing suitable projects for investments
- Proactively and independently work with stakeholders to construct use cases and associated standardized outputs.
- Translate complex or ambiguous business problem statements into analysis requirements.
- Create robust documentation and communication of projects.
- Develop and deploy metrics to answer key business questions.

**Senior Business Process Analyst/Project Manager  
WINDCHILL (Sterling Heights, MI)**

**08/2016 – 04/2017**

**Responsibilities:**

- Plan, design, and implement the methodology, process, procedure, and best practice according to WINDCHILL's defined process framework.
- Define product and supply chain specifications for WINDCHILL 10.2
- Define the metrics required to track adoption and compliance. Publish applicable process documentation.
- Make recommendations for process improvements. Documents, communicate, and implements process improvements
- Perform product demonstrations; installing, configuring, and customizing products; consulting with prospects and customers to ensure sales success
- Provide pre-development consulting services with internal customers to gather and define development environment requirements for projects and enhancements to existing systems. Setting up of development environment

**Business Analyst**

**Department of Job and Family Services for STATE of OHIO, Mason, OH**

**06/2011 – 08/2013**

**Responsibilities:**

- Develop a comprehensive requirement specification that will determine the estimate of cost, time, and resources to deploy solutions as per the specifications provided by the recruiting clients.
- Gather and analyze information from stakeholders, business owners, customers, and management to implement information technology solutions.
- Analyze, review, and recommend possible solutions to identified business problems thru the implementation of technical solutions.
- Oversee quality procedures, prepare test cases, and use cases
- Participate in recruitment training offered by the State of OHIO and work with at least two recruiting clients every week.
- Document and analyze current and future state processes and system interfaces to identify. Collaborate with cross-functional teams on the process, application, or feature enhancements.
- process improvement opportunities aimed at increasing process quality and efficiency
- Develop an understanding of advanced business modeling, technology solutions, vendor solution evaluations, and recommendations to meet defined business requirements.

**Product Life Cycle Management Analyst  
Calvin Klein, Manhattan, NY**

**10/2008 – 06/2009**

- Collaborate with PLM (Product Lifecycle Management) and Engineering team to monitor and verify BoM (Bill of Materials) changes
- Support the creation and processing of Bill of Materials, Engineering Change Orders, Manufacturer Change Orders, Deviations, and other Configuration Management activities.
- Utilize internal cost system to generate BoM cost rollup report and comparison report
- Research product change impact to ensure that all products affected are identified and any issues resolved before the documents being finalized within our product documentation management application.

- Manage Revision Compatibility, Commodity-based Part Number Formats, and Windchill PLM Change Order Workflows.
- Coordinate Change Orders through Review / Approval / Data Transfer Process

**Project Manager  
Cummins**

**10/2007 – 09/2008**

- Business analysis, solution architect, project management, customer support, and implementation of WindChill 8.0 – PDMLink, ProjectLink, and integrations for configurations.
- Analysis of the design and functional specifications provided by the clients
- Architecting the solution according to client specifications
- Customize in the current system as per the user requirements
- Design and development of organizational strategies and initiatives
- Preparing test cases, use cases, specifications, user manuals
- SQL Integration testing and performing User Acceptance Test
- Responsible for Overseeing the quality procedures related to the project
- Customer support and training for the Windchill 8.0 system
- Conducting product demonstrations; installation, configuring, and customizing products; consulting with prospects and customers to ensure sales success
- Setting up of development environment

**Business Analyst  
Boeing**

**08/2005 – 04/2006**

- Deployment, organizational development, customer support, and implementation of WindChill 7.0 – PDMLink, ProjectLink, and Integrations for customization with ERP Packages.
- As a PLM Functional Consultant/Module Leader:
- Analyze the specifications provided by the clients.
- Customize in the current system as per the supply chain and user requirements.
- Design and development of organizational strategies and initiatives.
- Prepare test cases, use cases, specifications, and user manuals.
- Perform system integration testing and performing User Acceptance Tests.
- Responsible for overseeing the quality procedures related to the project.
- As a Team Member:
- Preparing the SQL requirement specifications
- Unit and integration testing
- Performing product demonstrations; installing, configuring, and customizing products; consulting with prospects and customers to ensure sales success
- Setting up of development environment

**Business Consultant  
TRW Automotive**

**11/2004 – 07/2005**

**Responsibilities:**

As a PLM Consultant/Module Leader:

- Involved in both pre-sales and post-sales engagements
- Analyzed supply chain specifications provided by the clients
- Customized the current system as per the user requirements
- Strategic analysis
- Database management and JDBC connectivity
- Prepared test cases, use cases, specifications, user manuals
- System integration testing and performing User Acceptance Test
- Responsible for overseeing the quality procedures related to the project.
- Client site for implementation.



As a Team Member:

- Performed product demonstrations; installing, configuring, and customizing product; consulting with prospects and customers to ensure sales success Preparing the SQL requirement specifications
- Validation of user information in central server and creation of standard user profiles in the TCE data server
- Development of java program using TCE API to search the given items/BOMs in Teamcenter Engineering database, extract the data-source, item name, item description, type, and first-level children of BOMs. The output was passed on to the central server database for displaying the result to the end-user.
- Unit and integration testing

**Consultant  
US Army/CACI International**

**08/2000–03/2001**

Readiness Management Online (RM-Online) is utilized by the US Army to manage and maintain its budgeting system. The system works the flow of information from a central focal point.

**Responsibilities:**

As a PLM Consultant/Module Leader:

- Performed product demonstrations; installing, configuring, and customizing products; consulting with prospects and customers to ensure sales success
- Analysis of the supply chain specifications provided by the clients
- Customized the current system as per the user requirements
- Design and development
- ERP system integration (SAP R/3) with the PLM (Windchill PDMLink, ProjectLink, and Integrations) system
- Using ColdFusion, HTML pages
- SQL and Database management and JDBC connectivity
- Prepared test cases and use cases, specifications, user manuals
- System Integration testing and performed User Acceptance Test
- Oversee project quality procedures
- Client site for implementation.

**Developer/CACI  
Department of Defense**

**09/1999 – 08/2000**

Manage the gateway (Electronic Commerce Processing Node) responsible for solicitations and bids between DOD and its customers.

Built a cell phone purchasing system for Morgan Stanley Dean Witter (MSDW).

Prepared a project demonstration for Dun & Bradstreet as a proof of concept for retrieving DUNS numbers.

**Responsibilities:**

- Involved in both pre-sales and post-sales engagements
- Analysis of the specifications
- Customized the current system as per the user requirements
- Design and development
- Coding using Progress, Sybase, Perl, HTML pages
- Preparing test cases, use cases, specifications, user manuals
- Performing User Acceptance Test

**AWARDS**

**BOEING ISS – Excellence for leading WINDCHILL product line implementations.**

**COMPUTER VISION CORPORATION – Excellence for managing OPTEGRA product line.**

**Suneel Rao References:**

Name: William R. Dixon  
Title: Principal Engineer  
Company Name: BAE Systems  
Phone: 586-795-2013  
Email: [William.R.Dixon@baesystems.com](mailto:William.R.Dixon@baesystems.com)

Name: Brian Chickey  
Title: Hiring Manager  
Company Name: ConsultNet  
Phone: 610-428-7361  
Email: [bchickey@consultnet.com](mailto:bchickey@consultnet.com)

Name: David G. Kepsel  
Title: Senior Specialist  
Company Name: BAE Systems  
Phone: 586-795-7553  
Email: [david.kepsel@baesystems.com](mailto:david.kepsel@baesystems.com)

# La Veda Flakes

## Sr. Technical Lead/Data Analyst

Experienced **IT Business Data Analyst** with expertise in gathering requirements, system documentation, and process development/improvement. Strong analytical and project management skills with the ability to deliver results. Solid interpersonal skills with an understanding of client desires and effectively present solutions to the development unit. Industry experience in Government, Non-Profit, Supply Chain, and Education sectors.

### Skills

- BI, ERP, & Big Data Platforms
- SPSS/SAS Solutions
- Python, SQL, Business Object, OBIEE, JCL, R
- Keen to detail
- Time Management
- Team Leadership
- Requirement Gathering & Analysis
- Problem Solving
- Data Mining & Analytics
- Risk Management
- Project Management Tools



## Education

B.S. Information Science & Computer Programming | Tampa College, Tampa, FL



## Experience

### **Sr. Technical Lead/Data Analyst-Systems Engineer HCL America – Consultant**

Atlanta, GA

November 2018 to January 2021

Project: Technical Lead providing support for THD projects in compliance with Cybersecurity, IAM Compliance, and RBAC models.

- ❖ SME for RBAC Quarterly Role Certification and model
- ❖ Perform analysis and review of RBAC Quarterly Role Certifications and remediate
- ❖ Provide quarterly metrics of RBAC Role Certification
- ❖ Research and provide evidence per the audit findings
- ❖ Perform analysis and remediation of RBAC users with multiple roles
- ❖ Review, analyze and assign various SharePoint Requests for onboarding of groups (AD, LDAP, RACF, SAFE)
- ❖ Provide analysis and support to application owners for Certification Process
- ❖ Use Python script to Identify owners of Service Accounts and analyze for remediation
- ❖ Perform Shared Mailbox Campaign and remediate onboarding of new
- ❖ Use Python script to analyze and identify user access not approved (Closed Loop Remediation process)
- ❖ Use Python script to identify applications not onboarded and remediate (Disconnected App Reconciliation)
- ❖ Use SQL queries to analyze and review groups for remediation in ARP (SOX, PCI, and PII)
- ❖ Provide hands-on training for users in ARP
- ❖ Complete and Document user requests in ServiceNow within SLA

**Data Analyst/Business Analyst**  
**Mt. Gilead Missionary Baptist Church – Consultant**

Atlanta, GA  
April 2004 to Present

Project: To provide resolution to the system used to document tithes, offerings, and membership data.

Notable Contributions:

- ❖ Evaluate current system for data collection of tithes, offerings, and made recommendations for development.
- ❖ Coordinate and facilitate data scrubbing and data conversion from the existing system to the replacement system.
- ❖ Work in accordance with administrator and staff to develop an understanding of business objectives and application needs.
- ❖ Provide project leadership and hands-on support by defining priorities for the project, specifying goals, timelines, and end-user training, throughout the SDLC.

**Database Developer**  
**IHRC, Inc.**

Atlanta, GA  
May 2015 to January 2016

Project: To assist CDC/DPDM with Epi-Info database development/modifications used to investigate, track and report multi-state foodborne outbreaks.

Notable Contributions:

- ❖ Performed Analysis of current database design and made recommendations for change.
- ❖ Modified existing database structure to encompass additional data elements for analysis.
- ❖ Collaborated with Epidemiologist on requirements gathering for database modifications.
- ❖ Performed web-based testing of database modifications.
- ❖ Compiled data dictionaries for modified databases to ensure continuity across program/division.

**Business Analyst**  
**State of Georgia - Child Support Services**

Atlanta, GA  
August 2012 to July 2013

Project: To provide resolutions to the system which enhances the well-being of children by assuring that assistance in obtaining support, including financial and medical, is available to children through locating parents, establishing paternity, establishing/reviewing support obligations, as well as, monitoring and enforcement.

Notable Contributions:

- ❖ Continuously improved operations of applications (CSENET, \$TARS, FIW, FCR, Helpdesk, web-based applications) based on system functionality and user stories, decreased turnaround time, and streamlined work processes.
- ❖ Documented, analyzed, interpreted, and presented technology solutions to prepare use case documents and cost-effective design specifications.
- ❖ Facilitated and conducted an analysis of master/transactional data via test environment (UAT), interpreted research findings, visualized a variety of solutions to functional problems, and reduced abstract ideas to easily understood procedures.
- ❖ Collaborated with Division of Child Support Services staff and information technology to clarify business goals pertaining to business intelligence and federal reporting.

### **References for La Veda Flakes**

#### **Ref#1**

Name: Stephen Upkins

Designation: Supervisor

Company Name: The Home Depot

Email ID: Stephen\_Upkins@homdepot.com

Contact No: 404.408.3948

#### **Ref#2**

Name: Freeman Johnson

Designation: Colleague

Company Name: US Army

Email ID: freeman.johnson92@yahoo.com

Contact No: 706.761.4417

#### **Ref#3**

Name: Renee Thompson-Franklin

Designation: Colleague

Company Name: Thompson Consulting

Email ID: Reneet39@hotmail.com

Contact No: 678.852.7500



## MRINAL CHOPRA, SAFe RTE



### Education:

SAFe Agile SCRUM Master	2020-2021	Dallas, Texas
SAFe Agile Sr. SCRUM Master/Release Train Engineer	2021-2022	Dallas, Texas
Master's in Business Administration (MBA)	2002-2004	I.I.M.M. Pune
Bachelor of Arts	1999-2002	Delhi University, India

**Work Authorization: - US Citizen Available on a 2-week notice**

### Core Competencies /Areas of Expertise

Scrum Master Skills:	Manage multiple SCRUM teams, Launch an Agile Release Train, Conflict Resolution, Kanban, XP, TDD, ATDD, Rally, JIRA, Facilitating Meetings, PI Planning, Resource Management, Team building, Iteration/Sprint Planning Meetings, Risk Mitigation, Servant Leadership, Collaboration, Coach Scrum Masters, Product Owners, and Agile Teams
Methodologies:	Agile, Scrum, Kanban, XP, Lean, Waterfall, SDLC
Agile Tools	Rally, Azure DevOps, Trello, IdeaBordz, Github, Kanbanize
Databases:	SQL Server, MS-Access
MS Tools:	MS Visio, MS Excel, MS PowerPoint, MS Word, MS Project, MS Access

### Professional Summary:

- 7+ years of work experience as a Senior Scrum Master and Release Train Engineer in leading IT service delivery using Scrum, SAFe Agile, waterfall concepts. Extensive experience with values and principles of Agile Manifesto, Scrum Values, Scrum roles.
- Created high-performing, efficient, and empowered Agile teams through training, coaching, and culture change.
- Provided leadership in Agile transformation supporting PI planning, ART launches, and inspect & adapt workshops that transformed three teams from traditional waterfall to Agile methodology.
- Established KPIs, health self-assessment tools, and metrics to track and improve the agile maturity of teams that resulted in identifying process improvements and develop trust between team and stakeholders.
- Extensive experience with values and principles of Agile Manifesto, Scrum Values, Scrum roles.
- Managed UAT process and coordination - creating UAT schedules, testing guidelines, managing feedback, follow-up, and resolving open issues.
- Excellent presentation skills for communicating with both business and technical teams.
- Accelerated Agile implementation roadmap with improved time to market and team alignment.
- Promoted an Agile mindset to address and resolve impediments. Removed obstacles for the team with a servant leadership approach.
- Improved team alignment and empowerment.
- Completed documentation including Project Charters, Project Management Plans, Product Backlogs, Sprint Backlogs, Sprint Burn-down Charts, Communication Management Plan, Project Cost Plan, RACI Matrix, Requirements Matrix, and Project Staffing and Project Budget Plans.
- Facilitated definition of done (DOD) negotiation enabling higher product quality and continuous integration/continuous development (CI/CD).

**Professional Experience:**

**Aramark Corp – McKinney, Texas**

*Aramark is an American foodservice, facilities, and uniform services provider to K-12 public and private schools*

**Senior Scrum Master/Release Train Engineer**

**July 2019-Present**

- Transformed an SDLC-based marketing portfolio to an Agile delivery model, reducing cycle time and defect ratio by more than 20%.
- Created high-performing, efficient, and empowered Agile teams and launched Agile Release Trains through training, coaching, and culture change that improved teamwork, quality deliverables, and improved velocity.
- Responsible for the \$20M relationship with the school district.
- Led a customer-centric team of 29 indirect managers and 200 employees across 29 different schools.
- Established operation strategies to achieve Aramark's growth and profitability goals.
- Transformed value delivery flow at Aramark by implementing sustainable competitive advantage leveraging KANBAN teams and lean framework. Performed value stream mapping and identified development streams to support continuous delivery while exceeding applicable key result milestones.
- Exceeded sales target within the existing client base and delivered increased productivity through continuous improvement in process maturity, cycle time reduction, and an innovative approach to address COVID-19 related challenges.
- Established KPIs, health assessment tools, and metrics to track and improve the teams' maturity, identifying process improvements and developing trust between teams and stakeholders.
- Implemented Agile best practices, such as time boxing, continuous integration, transparency, accountability, event storming, and self-organization.
- Helped all teams transform their business by leveraging Agile principles, delivering improved performance, and aligning teams along value streams: this improved client satisfaction, time to market, and cost-effectiveness.
- Produced weekly reports of projects in terms of scope, schedule, and cost. Attended weekly release meetings to make sure the projects are on track for the release.
- Managed teams in both SCRUM and Kanban frameworks.

**Scrum Master**

**July 2014- July 2019**

- Started as a project manager and then quickly transitioned into the Scrum Master role to support a 30-member IT team's transformation.
- Facilitated Scrum ceremonies at the team level and participated in program-level events.
- Tracked the defects in Rally and communicated them to the Dev Team, and added Sprints.
- Implemented Agile best practices, such as time-boxing, continuous integration, code/design reviews, transparency, accountability, event-storming, and self-organization across departments.
- Conducted Planning Poker to help teams estimate story points for the user stories during the Sprint Planning.
- Collaborated with the testers while performing Functional, Regression, and Load testing to check the application's functionality.
- Promoted Kanban principles for continuous improvement to reduce MTTR (Mean time to resolution) for defects, resulting in reducing cycle time by 20%, promoting significant cost savings.
- Improved reliability with innovation, automation, and technical debt reduction, with capacity allocation, across investment horizons.
- Accelerated implementation roadmap with improved time to market and team alignment.
- Promoted an Agile mindset to address and resolve impediments. Removed obstacles for the team with a servant leadership approach.
- Mentored new SM and geographically dispersed teams, resulting in improved team alignment and empowerment
- Facilitated definition of done (DOD) negotiation, enabling higher product quality and continuous integration/continuous development (CI/CD).
- Conducted Planning Poker to help teams estimate story points for the user stories during the Sprint Planning.
- Collaborated with the testers while performing Functional, Regression, and Load testing to check the application's functionality.

**Abilene Reporter News – Abilene, Texas**

*Abilene Reporter-News is a daily newspaper based in Abilene, Texas, United States.*

**HR Manager**

**July 2012- April 2014**

- Managed a payroll system to ensure payroll was submitted on time and tracked vacation and PTO for the department.
- Administered HR policies and procedures of the company across the department.
- Managed an entire cycle of Recruiting process, including sourcing, screening, and interviewing candidates.

**AmMed Direct- Nashville, Tennessee**

*AmMed Direct supplies diabetic testing supplies direct to the consumer via mail order.*

**Lead Certified Pharmacy Technician**

**June 2006- Feb 2011**

- Elevated the department's guest satisfaction index from 86% to 92% within one year; ensured the swift resolution of customer issues to preserve customer loyalty while complying with company policies.
- Coordinated receipt of accurate prescriptions for the patient from the caregiver's office.
- Practiced day-to-day 'better care program' along with all the rules and regulations of HIPPA and OSHA.

**SAE Technology College – Bombay, India**

*SAE is a leading technical college in Mumbai, India*

**Senior Management Executive**

**February 2004 – November 2005**

- Developed and maintained relationships with various colleges and associations to ensure a consistent recruitment process that generated a qualified, diverse talent pool for businesses that looked to the college to produce candidates they could hire.
- Responsible for co-coordinating internship programs for students and developing their career paths through the "Road to Success" program.
- Responsible for the design and development of all the marketing material for SAE.



Candidate Name: Mrinal Chopra

Reference 1	
Organization Name	Allstate
Address	2100 Indigo Dr. McKinney TX
Contact Person Name	Prabhat Singh
Role / Title	SPC 5.0
Phone Number	954-643-8901
Email Address	<a href="mailto:singhprabhat@yahoo.com">singhprabhat@yahoo.com</a>
Dates of service (with Organization)	2014-2019
Description of Services Provided	Enterprise Agile Coach
Reference 2	
Organization Name	Verizon
Address	7981 Kings Ridge Rd. Frisco TX
Contact Person	Anil Algole
Role / Title	SAFe RTE 5.0
Phone Number	469-919-6628
Email Address	<a href="mailto:aalgole@gmail.com">aalgole@gmail.com</a>
Dates of service (with Organization)	2019-2020
Description of Services Provided	Release Train Engineer for the cellular division
Reference 3	
Organization Name	Comfort Keepers
Address	1420 Lemonwood Dr. W Upland, CA
Contact Person	Andy Malik
Role / Title	Senior VP
Phone Number	714-400-6529
Email Address	<a href="mailto:andyamalik@gmail.com">andyamalik@gmail.com</a>
Dates of service (with Organization)	
Description of Services Provided	Senior VP for all North America



Srikala Yermaneni, CSM MBA, PMP

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## **SUMMARY**

Experienced Scrum Master with 15+ years of experience managing various IT and Healthcare domain projects in Agile and Waterfall environments. PMP, ACP, and a certified Scrum Master Expert in needs analysis, project scoping, business modeling, and strategic planning. Skilled in process improvement, risk assessment, cross-functional collaboration, and project deployment.

### **Highlights:**

- Lean-Agile Project Management
- Project Lifecycle Management Enterprise Implementations
- System Migrations Requirements Definition & Analysis Project Scheduling Team Building & Leadership
- Project Budgeting & Cost Controls Quality Assurance
- Local to the Baton Rouge Metropolitan Area

## **LICENSES AND CERTIFICATIONS**

- **Certified Scrum Master**, Scrum Alliance
- **Project Management Professional (PMP)** - Project Management Institute
- **IC Agile certified practitioner** – IC Agile
- **Lean Six Sigma Green Belt (ICGB)** - Pink Elephant
- **ITIL Foundation Level** - MAX Technical Training
- **Diversity and Inclusion trainer** - Blue Cross and Blue Shield of Louisiana

## **EDUCATION**

- **Master of Business Administration**, Human Resources, University of Madras
- **Bachelor of Engineering**, Information Technology, Bharathidasan University

## **WORK EXPERIENCE**

**Agile Program Manager, Enterprise Project Management Office**  
**Franciscan Missionaries of Our Lady Health System**

**10/2019 - present**

### **Responsibilities:**

- Program Manager overseeing multi-year, multi-facility Agile projects at Health System level for Enterprise Project Management Office at Franciscan Missionaries of Our Lady Health System.
- Coordinate management of multiple related projects in many(most) cases, ongoing operations directed towards a common objective.
- Serve as a critical link between portfolios to identify and remove blockers in both planning and execution. Collaborate and communicate often with cross-portfolio counterparts to ensure a clear understanding of the work, dependencies, risks, and project status
- Oversee, manage, and optimize the flow of value through highly complex initiatives using various tools, such as the Program and Solution Kanbans and other information radiators.
- Actively manage the program backlog, as well as the collection of metrics and KPIs.

- Accountable and responsible for planning teams' work; highly effective at resource planning and defining staffing needs; establishes and communicates the annual calendars for Iterations and Program Increments (PIs), which are fixed development timelines of approximately 10 to 12 weeks.
- Supervise constituent Project Managers and SCRUM Masters (who are responsible to the Program Manager for executing their project and its impact on the program) monitor cost, schedule, and technical performance of component projects and operations, to ensure the entire program succeeds.
- Determine and coordinate the sharing of resources among their constituent projects to the overall benefit of the program
- Monitor stakeholder management both internally and externally to our organization.
- Key projects: Standing up the Bariatric & Metabolic Institute, a collaborative effort between LSU, Pennington, and Franciscan Missionaries of Our Lady Health System

**Scrum Master/Project Manager  
Blue Cross and Blue Shield of Louisiana**

**03/2013 – 10/2019**

**Scrum Master Responsibilities:**

- Agile Scrum subject matter expert on multiple Application Development teams
- Facilitate program events such as PI Planning, Inspect & Adapt, the Scrum of Scrums, and the Portfolio leadership meetings.
- Organize and facilitate scrum ceremonies for multiple scrum teams (stand-ups, retrospectives, reviews, demos, etc.).
- Track and report the ART performance. Own the identified dependencies during the PI planning meeting. This ownership includes working closely with points of contact and facilitating inter-group communication and dependency resolution.
- Resolve and escalate impediments to Leadership and Management as required.
- Monitor team backlog daily and ensure it accurately reflects the current state of the sprint.
- Collaborate with product owners and stakeholders to refine the vision and establish goals and metrics.
- Work independently to assess, guide, coach, and mentor Product Owners, Development Teams, and Stakeholders to achieve higher levels of Scrum maturity, self-organization, and cross-functioning.
- Track and communicate team velocity and sprint progress to all affected teams and management
- Collaborate with BAs, Product Owners, and functional team managers to troubleshoot delivery concerns and ensure accountable, transparent progress against business objectives.
- Communicate projects' transformation progress via weekly updates to management highlighting successes, risks, areas of improvement, and suggested resolutions.
- Prepare and deliver presentations and training materials for Federal, contractor, and company teams.

**Project Manager Responsibilities:**

- Manage a key strategic initiative on Medicare Advantage (MA) to develop an end-to-end clinical and operational model.
- The critical components of the model include:
  - Provider Profile and Scorecard to evaluate performance and provider engagement
  - Onsite care clinical delivery operations
  - Telehealth platform for remote monitoring and 24x7 care delivery
  - PBM and Behavioral health integration
- Responsible for the efficient and effective operation of the system(s) within the Clinical Partnership area, including prioritizing incremental, feedback-driven changes into software developments, data integration, database management, and other operational activities designed to deliver reliable management data.

- Work with Quality Blue Primary Care (QBPC) Business consultants to streamline requirements, write user stories for Agile projects, and be involved in multiple, interdependent cycles of planning and delivering the project through Agile methodology.
- Collaborate with the business and Agile team in the planning, design, development, testing, execution, learning, and sprint iterations during project delivery steps.
- Provide technical advice to management and frequently participate as technical adviser and consultant in management decisions.
- Understand the requirements of multiple departments and identify and negotiate trade-offs to gain management agreement with proposed recommendations.
- Serve as a subject matter expert on business processes and provider systems of record in various QB initiatives implemented.
- Consult, facilitate, coordinate, and develop governance documentation, such as policies, procedures, and standards for enterprise management and executives.
- Leverage industry frameworks such as COBIT, ITIL, ISO to define, implement, and align governance documentation with regulatory and business requirements.
- Apply various project management methodologies, such as Agile, Kanban, and Waterfall, to daily responsibilities ensuring proper prioritization of assignments and visibility for in-progress and completed tasks.

**Resources Manager**  
**Data Systems, EDS an HP company**

**12/2005 – 12/2010**

**Responsibilities:**

- Develop and implement resource management and talent management strategies, ensuring rapid delivery of highly efficient resource plans contributing to the profitability of the business operations.
- Lead talent acquisition, succession planning, and resource development to expand organization capabilities and achieve business objectives.
- Provided analysis of demand and utilization trends, bench management, and labor operations cost optimization by project, account, business unit, or industry.
- Managed client relationships, both internal and external, with HR and business unit leaders; rapid deployment of resources for high-profile projects.
- Designed and led significant resource management projects, including organization design, pyramid structures, performance evaluation processes, and tools.
- Led and managed recruitment teams; coaching and staff development; conflict resolution.
- Contribute to the annual headcount, hours, and utilization components of the financial plans.
- Develop metrics and reports about resource and talent management.
- Experience with PeopleSoft, SAP, Oracle, and in-house resource management and planning tools.

**Senior HR Manager**  
**Polaris Consulting & Services Ltd**

**04/2003 – 09/2005**

**Responsibilities:**

- New hire orientation for Sr. Management roles under corporate support functions.
- Screen and recruit for corporate support functions such as HR leader, finance, and legal departments.
- Help design compensation and benefits packages based on internal assessment from business unit leaders.
- Contributed to designing processes and evaluation frameworks for campus placement team resulting in 2000 recruits annually.

**Srikala Yermaneni Refereces:**

Name: Brent Warren  
Title: Manager  
Company: Blue Cross Blue Shield of Louisiana (BCBSLA)  
Phone: +1 (817) 201-7132  
Email: [Brent.Warren@bcbsla.com](mailto:Brent.Warren@bcbsla.com)

Name: Brian Davis  
Title: Manager  
Company: Blue Cross Blue Shield of Louisiana (BCBSLA)  
Phone: +1 (225) 250-9661  
Email: [Brian.Davis@bcbsla.com](mailto:Brian.Davis@bcbsla.com)

Name: Selina Loupe  
Title: Director  
Company: Blue Cross Blue Shield of Louisiana (BCBSLA)  
Phone: +1 (225) 405- 4205  
Email: [Selina.Loupe@bcbsla.com](mailto:Selina.Loupe@bcbsla.com)

## Tier 2 Task Order

### CONTRACTOR'S INFORMATION DISCLOSURE SHEET

Date of Response: August 2, 2021

**Task Order: SR-5098889**

**Task Order Title: EdLink Staffing Support for the LDOE**

Contractor's Contract Number: 4400017862

Contractor's Vendor Number: 310014132

Name and Address of the Contractor:

A-B Computer Solutions, Inc.  
3980 Florida Street  
Mandeville, LA 70448

Name, Title, Phone Number and email address  
of Contractor's Contact for this Task Order:

Ken Antonucci, President  
985.624.3092  
kena@a-bcomputers.com

Name, Title, Phone Number and email address  
of the Point of Contact responsible for the performance  
of any Task Order issued as a result of this TORFR:

Ken Antonucci, President  
985.624.3092  
kena@a-bcomputers.com

Contractor shall demonstrate the ability meets all the requirements specified in STATEMENT OF WORK (SOW) of this Task Order Request for Response requirements, except as specified below: [**NONE** or list any limitations, constraints, or qualifications to the requirements of the Task Order Request for Response].

A-B Computer Solutions, Inc. and **Optima Business Solutions, LLC.(subcontractor)**, 809 SummerBreeze Drive #705 Baton Rouge, LA 70810, have a strong background in technology projectmanagement, business analysis, solution development, and Lean-Agile project management.A-B and Optima is the only local Louisiana based coalition to offer SAFe Lean-Agile training,coaching, and certifications. A-B and Optima are proven to have the ability to provide highlytrained SAFe ( Lean-Agile) certified resources.

A-B's acceptance of an offer will constitute a 30-workday guarantee of those workers' availability to the State, unless precluded by resignation, illness, or death. All resources are fully vetted and references checked. A-B collaborates with strong resource partners, and can quickly and effectively provide an equally qualified replacement should the need arise.



DIVISION OF SMALL BUSINESS SERVICES

This certification acknowledges that

**A-B Computer Solutions, Inc.**

is Certified-Active as a Small Entrepreneurship with  
Louisiana Economic Development's Hudson Initiative.

This certification is valid from 8/10/2020 to 8/10/2021 .

Certification No. 3037

A handwritten signature in cursive script, appearing to read "Stephanie Hartman", is written over a horizontal line.

Stephanie Hartman,  
Director, Entrepreneurial Services

**ATTACHMENT A – COST PROPOSAL****TORFR/Task Order Number: SR-5098889****TORFR/Task Order Title: EdLink Staffing Support for the LDOE****Cost Table**

Estimated Total Hours: <b>*55,000</b>		Evaluation Rate X Hours		cost per job title/position	
For this Task Order					
Only one Facility hourly rate is used for evaluation purposes		Evaluation Rate			
Job Title/Position	Resource Name	On-Site Facility Hourly Rate (required)	State Remote Facility Hourly Rate	Contractor Remote Facility Hourly Rate (required)	
<i>Project Manager</i>	Robert Klein	\$ 195.00	N/A	\$ 195.00	\$ 10,725,000.00
<i>Administrative Assistant</i>			N/A		
<i>Trainer</i>			N/A		
<i>Business Analyst</i>	Robert Klein	\$ 195.00	N/A	\$ 195.00	\$ 10,725,000.00
<i>Business Analyst</i>	Prakruti Gautam	\$ 95.00	N/A	\$ 95.00	\$ 5,225,000.00
<i>Business Analyst</i>	Gabriel Tate	\$ 90.00	N/A	\$ 90.00	\$ 4,950,000.00
<i>Business Analyst</i>	Suneel Rao	\$ 87.00	N/A	\$ 87.00	\$ 4,785,000.00
<i>Business Analyst</i>	La Veda Flakes	\$ 92.00	N/A	\$ 92.00	\$ 5,060,000.00
<i>Scrum Master</i>	Mrinal Chopra	\$ 155.00	N/A	\$ 155.00	\$ 8,525,000.00
<i>Scrum Master</i>	Srikala Vermaneni	\$ 140.00	N/A	\$ 140.00	\$ 7,700,000.00

**DO NOT ALTER THIS COST PROSPAL TABLE STRUCTURE!**

Proposers **SHALL** limit the number of resources submitted to the job title/positions listed on this Cost Table.

\*Temporary support resources utilize a single pool of support hours.

Support resources' hours worked can vary, but cannot exceed total estimated hours for the term of this Task Order.

Submitted by:

A-B Computer Solutions, Inc.**Contractor's Company Name**

Submitted on:

August 2, 2021

Cost Proposal Date



## **ATTACHMENT B – DATA RELEASE AND CONFIDENTIALITY AGREEMENT**

Task Order Number: **SR-5098889**

<p style="text-align: center;"><b>STATE OF LOUISIANA</b> <b>DEPARTMENT OF EDUCATION</b> <b>DATA RELEASE AND CONFIDENTIALITY AGREEMENT</b></p>
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This Data Release and Confidentiality Agreement ("Agreement") is entered into this by the Louisiana Department of Education (hereinafter referred to as the "State") and, A-B Computer Solutions, Inc. and its subcontractors (hereinafter referred to collectively as the "Contractor").

### **RECITALS**

- The State collects and maintains information and data from school districts and child care facilities, some of which is confidential under federal and/or state law, including but not limited to, personally identifiable information relative to students and teachers in the public school system as well as children and child care staff in child care facilities.
- The Contractor has been awarded a contract and will provide the State with services which the State would have performed for itself as part of its essential functions; however, the State determined that it would be more advantageous to contract with the Contractor to perform that function.

### **TERMS AND CONDITIONS**

In consideration of the recitals and the following terms and conditions, Contractor and State agree as follows:

1. This agreement shall become effective on \_\_\_\_\_ and the Contractor's obligations under this Agreement shall survive the termination or expiration of the contract pursuant to which the Contractor is to provide the State with services as described in the Recitals herein.
2. Except as otherwise specifically provided in this agreement, this agreement is made subject to the terms and conditions of the contract between the State and Contractor pursuant to which Contractor is to provide the State with services as described in the Recitals herein, including but not limited to the confidentiality clause in that contract pertaining to the confidentiality of personally identifiable student information, teacher information, child information and/or child care staff. The State's data are managed in accordance with State laws and regulations and federal laws.

a. Federal Laws:

- i. Family Educational Rights and Privacy Act (FERPA and its implementing regulations allow for an educational agency or institution to share personally identifiable student-level data with contractors performing work on their behalf. Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. 1232g and its implementing regulations codified at 34 C.F.R 99. 1 et seq. make personally identifiable student information in education records confidential and, subject to certain exceptions, prohibits the disclosure of such information to third parties.)
  - ii. Individuals with Disabilities Education Act (IDEA, 34 CFR §§ 300.127 and 300.560-300.576).
- b. State Laws:
  - i. Confidentiality of staff records is addressed in the following statutes.
    - 1. R.S. § 17:1237 – This statute restricts access to school employees' personnel files.
    - 2. R.S. § 17:1252 – This statute allows the state to develop a Teacher Recruitment Clearinghouse. These files are to be maintained as confidential, unless the teacher gives permission for review.
    - 3. R.S. § 17:3884(B) – This statute covers information pertaining to teacher evaluation and all personally-identifiable teacher evaluation data is strictly confidential.
    - 4. R.S. § 17:3881 – This statute, which deals with teacher evaluation, allows the release of the "measure of effectiveness" component of personnel evaluation. This release should not reveal information about the evaluation report of an individual employee.
  - ii. Children's records
    - 1. LAC 67:III.7307 make children's records confidential and prohibits the disclosure of such information to third parties
  - iii. Student's records
    - 1. R.S. § 17:3914 – This statute prohibits unauthorized disclosure of personally identifiable student information. Such unauthorized disclosures are punishable by fine or imprisonment.
- 3. The State shall provide the Contractor with citations to those provisions of federal and/or state law pertaining to the confidentiality of information and data.
- 4. Contractor agrees not to re-release or publish any confidential information released by or received from the State without prior approval from the State.
- 5. If the Contractor breaches or threatens to breach the obligations of this Agreement, the State shall have the right to any available remedy at law or in equity.

6. The provisions of the obligations of this Confidentiality Agreement, especially the confidentiality and indemnification provisions and obligations, shall survive any cancellation or termination of this Agreement, regardless of the cause.
7. Upon notice by the State, the Contractor shall have not more than five (5) days to return or destroy all such confidential information and data to the State. The Contractor shall have five (5) days following the cancellation/termination of the Agreement to comply with this provision. Upon the return or destruction of such confidential information and data, the Contractor shall certify, in writing, that it has returned or destroyed all confidential information and data subject to this Agreement and has not retained any copies thereof in any format, including but not limited to paper, electronic, photographic, and/or microfiche.
8. This Agreement and the respective rights and obligations of the Parties hereto shall not be assigned or transferred in any manner without the prior written consent of all Parties, and, in the absence of such consent, any purported assignment shall be wholly void. Other than as expressly provided by this Agreement, any attempted assignment, by operation of law or otherwise, shall constitute a material breach of this Agreement. All of the terms and provisions of this Agreement shall be binding upon and shall inure to the benefits of the Parties and their respective transferee, successors and assigns.
9. No party shall be deemed to be the legal representative of the other. Each party agrees to assume complete responsibility for its own employees with regard to federal or State employers liability and withholding tax, workers compensation, social security, unemployment insurance, and Occupational safety and Health administration requirements and other federal, State and local laws.
10. The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities, or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based upon, resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Vendor based upon a disclosure or release of any confidential information and data. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver or sovereign immunity of the State, which immunity is hereby reserved to the State. Nothing in this Agreement shall be construed as providing standing for any third party to enforce the terms of this Agreement.
11. In the event that any Louisiana or federal law hereafter enacted (including applicable rulings of a State or federal regulatory agency) or any current law prohibits the State from providing certain or all of the data required by Vendor, then the State will be relieved of its obligation to provide same.
12. This Agreement constitutes the entire understanding between the Parties with respect to the subject matter hereof and cannot be modified except by mutual written agreement between the Parties. This Agreement shall benefit and be binding upon the Parties

hereto and their respective successors and assigns. Exclusive jurisdiction and venue for any and all suits between the State and Contractor arising out of, or related to, this Agreement shall be filed and adjudicated in the 19th Judicial District Court, Parish of East Baton Rouge, State of Louisiana. The laws of the State of Louisiana, without regard to Louisiana law on conflicts of law, shall govern this Agreement.


IN WITNESS WHEREOF, the parties have executed this Agreement on the date and year first written above. Each person signing this Agreement expressly warrants that he/she has authority to bind the Party for which he/she has signed.

**Contractor**

Name: A-B Computer Solutions, Inc.

Address: 3980 Florida Street

Mandeville, LA 70448



\_\_\_\_\_  
Signature

Ken Antonucci

\_\_\_\_\_  
Name Typed/Printed

President

\_\_\_\_\_  
Title

**State of Louisiana**

Department of Education

1201 North 3<sup>rd</sup> St.

Baton Rouge, LA 70802

\_\_\_\_\_  
Dr. Cade Brumley

State Superintendent of Education

## ATTACHMENT D – CONTRACTOR’S AGREEMENT

Task Order Number: SR-5098889

In compliance with specifications terms and conditions of this Task Order Request for Response, the undersigned agrees, if this offer is accepted by the State, to furnish any or all temporary IT Staffing Support personnel upon which prices are offered at the price set opposite each job title, delivered at the designated point(s), within the time specified in the Task Order Request for Response and Contractor’s proposal.

This Task Order incorporates any Addendums thereto, Solicitation No. 3000012707, dated May 1, 2019 resulting Contract and amendments thereto, as well as Contractor's proposal. In the event of conflict between the terms of this Task Order, Solicitation No. 3000012707, dated May 1, 2019, Contracts and amendments thereto, and modifications made thereto, and Contractor's proposal, the discrepancy shall be resolved by giving precedence in the following order:

- 1) This Task Order, and any Addendums thereto, including Solicitation No. 3000012707, dated May 1, 2019 resulting Contract and amendments made thereto.
- 2) Contractor's proposal, and clarifications made to the proposal.

This Task Order, including the documents incorporated by reference, contains the entire agreement of the parties and supersedes all prior agreements and understandings, oral or otherwise, between the parties.

IN WITNESS THEREOF, the parties have by their duly authorized representative set their signatures.

A-B Computer Solutions, Inc.  
CONTRACTOR COMPANY NAME

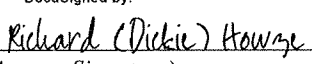
  
(Contractor's Signature)

Printed Name: Ken Antonucci

Title: President

Date: August 2, 2021

STATE OF LOUISIANA  
DIVISION OF ADMINISTRATION  
OFFICE OF TECHNOLOGY SERVICES

DocuSigned by:  
  
(Agreement Signature)

Printed Name: Richard Howze

Title: CIO

Date: 11/10/2021 | 2:20 PM CST